

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Los Angeles, CA

Phone

Email:

Date: 10/29/2025

National Highway Traffic Safety Administration (NHTSA)

Office of Defects Investigation

1200 New Jersey Avenue SE

Washington, DC 20590

Subject:

Steering Wheel Lock-Up During Auto Start-Stop on 2025 Subaru Outback

Dear NHTSA Safety Investigator,

I am writing to report a potentially dangerous safety issue with my 2025 Subaru Outback (Wagon 4WD with EyeSight) related to the Auto Start-Stop system.

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When the Auto Start-Stop system activates such as when the vehicle is stopped at a traffic light or intersection the steering wheel locks up or becomes very stiff, making it difficult to turn. This issue creates a potentially hazardous situation, especially when turning left through intersections, as it momentarily reduces steering control.

Although the vehicle allows me to turn off the Auto Start-Stop feature manually, it automatically resets to ON each time I restart the car. If I forget to disable it again, the problem will occur. This behavior appears to be a design flaw that could result in loss of steering control and a possible collision risk.

Vehicle Information:

- Make: Subaru
- Model: Outback
- Year: 2025
- Trim: Wagon 4WD with EyeSight
- VIN: [REDACTED]
- State of Registration: California

I respectfully request that the NHTSA investigate this issue to determine whether it affects other Subaru Outback vehicles and to assess whether a recall or manufacturer fix is warranted.

Thank you for your attention to this matter.

[REDACTED]

Sincerely,

[REDACTED]

Los Angeles, CA

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